

QCTV VIEWERSHIP HIGHEST IN METRO AREA

A survey of Comcast customers confirms that residents like their cable TV and the programs produced by QCTV. City Council meetings come out on top as the most-watched programming on QCTV, and viewership of QCTV programs is the highest in the metro area.

Overall, 46% of cable television subscribers report watching their government channel either "frequently" or "occasionally." This result is above the metro area norm for viewership of city government programming by five percent. Council meetings across the four cities of Andover, Anoka, Champlin, and Ramsey is 32% followed by the monthly city news program News & Views with 26%.

The Community Channel features local programs, and draws 47% share of cable viewers. Four programs possess above average audiences: "election coverage, including candidate forums," at 23%; "Live and Local," at 19%; "It's Your History" and "high school sports," both at 17%.

These survey results support the organization's continued efforts to provide local programming valued by residents and the national recognition bestowed on QCTV for Overall Excellence by the Alliance for Community Media.

Watch QCTV programs now

Comcast customers tune to Channels 15 (SD) or 859 (HD) for community programming and Channel 16 for city programming. Or watch online at qctv.org.

QCTV web site streams programs

A sizable 72% of survey respondents have access to the Internet. Among subscribers having Internet access, 28% report visiting QCTV's web site. In total, 20% of cable television subscribers visited QCTV's web site. A higher than normal thirty-one percent of cable subscribers report awareness of the availability of QCTV's programs for online viewing and 13% have done so.

QCTV launched a new web site following the survey that streams the community channel on the homepage and each city's government channel on a separate city page. The web site also added a searchable database of archived programs. QCTV programs are available for purchase either DVD or download.

Election coverage featured on QCTV

The 2016 election is underway and so is QCTV coverage of election forums. Check out the web site Elections tab at the top of the web site to see election programs affecting local residents. New this year is Minnesota Supreme Court Judge candidate forum. Watch online now at qctv.org.

Comcast service findings

Locally, residents report better-than-average service from Comcast. Eighty-seven percent rate the service favorably; in fact, 20% rate it as

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ANDOVER FALL RECYCLING DAY SEPTEMBER 10TH

9:00 A.M. - 1:00 P.M.

ANDOVER PUBLIC WORKS • 1785 CROSSTOWN BLVD. NW Cash or make checks to: City of Andover

APPLIANCES: Most - \$10 each; Camper refrigerators - \$75; Gas/Ammonia (Servel) refrigerators - \$150.

CARPETING: \$10 for a small pickup load.

ELECTRONICS: The fee according to size 13" and smaller -

\$25; 14"'-27' - \$35; 28" and over -\$55 Plasma TVs

under 21"-\$20; 21" and over \$30.

FLUORESCENT LAMPS: First 5 free per household additional

for Andover residents -

 $50\phi - 4$; $75\phi - 8$; more for other size.

MATTRESSES & BOX SPRINGS: Dry and not moldy. \$15 each.

Cash or make checks to: First State Tire

TIRES: Price depends on size.

Materials that are free -

BATTERIES: Lead acid car, boat and motorcycle rechargeable batteries - The Knights of Columbus collect these batteries.

BICYCLES: Any condition. They are repaired and given away. BOOKS, CD's, DVD's – Put into drop box.

DOCUMENT SHREDDING In front of Public Works garage. PROPANE TANKS

SCRAP METAL: All metals, must be free from other materials. USEABLE HOUSEHOLD ITEMS: No junk or items in need of repair. USED EYE GLASSES: The Andover Lions collect used eyeglasses. This is an ongoing project.

We can NOT accept upholstered furniture.

Call (763) 767-5114 with Recycling questions.

Do not bring Household Hazardous Waste Anoka County HHW Facility in Blaine is open from 9:00 a.m. to 3:00 p.m. (Call Anoka Co (763) 323-5730 about HHW site)

NO garbage accepted.

EAB FOUND IN ANDOVER!

The Emerald Ash Borer (EAB) has officially been found in Andover. It was confirmed on a dead green ash tree on August 23rd. See City's website for additional details.

ANDOVER CITY OFFICIALS

MAYOR

Julie Trude(763) 862-2499 j.trude@andovermn.gov

COUNCIL MEMBERS

COMMUNITY CENTER

Main Phone: (763) 755-3238 Email: accinfo@andovermn.gov

POLICE & FIRE

All Emergencies....911 Police....(763) 427-1212 Fire....(763) 755-9825



Like us on Facebook

CITY OFFICES WILL BE CLOSED MONDAY, SEPTEMBER 5th IN OBSERVANCE OF





GOPHER STATE ONE CALL CALL BEFORE YOU DIG

(651) 454-0002-Metro www.gopherstateonecall.org



MAYOR'S REPORT

Julie Trude



soon house their business offices and realtors on Bunker at Crosstown Drive. The Shops @ Andover, at Bunker and Hanson, will offer an AT&T store, a Dunkin' Donuts, a sandwich shop, and an Asian restaurant. The new trail along the west side of Crosstown Boulevard is keeping pedestrians and bikers safe.

Andover Made the List! Our home values have **N** nerdwallet been increasing, our kids enjoy great AMERICA'S schools, we live in a **BEST SMALL** safe city with beautiful CITIES FOR parks and open **FAMILIES** spaces, and homes are 2016 selling briskly because others want to enjoy these amenities. These factors helped Andover earn the slot of #19 out of 100 Best Small Cities for Families! Nerd Wallet, a personal finance website, produced this list.

Forbes August 2nd article.

Strong participation in the Nite to Unite gatherings demonstrates our healthy community. Council members rode out with crews from each fire station to greet many attending block parties. I visited eight neighborhoods with the Station #3 fire crew who assisted our future fire fighters in controlling a fire hose while drenching their friends with cold water! If you would like to organize a Neighborhood Watch group and celebrate with a block party next year, contact Laura Landes at the Sheriff's Office, laura. landes@anoka.co.us. Each neighborhood captain receives a weekly update from the Sheriff's Office covering crime tips, alerts and

The results and reasons are described in a

Andover Won! Two Andover High School students, Kina Msuya and Aisha Sow, tapped into our appreciation of the environment, plus our competitive spirit, when they challenged city leaders to help promote conservation through

participation in the Wyland Foundation National Mayor's Water Challenge, held during April. Andover residents helped put our city on the map, as one of five winning cities! Laguna Beach won the free landscape project. The Prius was driven home to Aurora, Colorado. Fourteen Andover residents won smaller prizes. Community and school leaders attended a celebration at City Hall, (see photo below), to greet Wyland Foundation Executive Director Steve Creech, (upper right) after he traveled from Irvine, California. Contest sponsors from Minnesota, Toro Foundation represented by President Judson McNeil, and Conserva Irrigation represented by founder Russ Jundt, expressed their appreciation for our winning partnership with Andover High School (on right). Mr. Msuya and Senator Jim Abeler are on the left.

Irrigation of lawns consumes substantial amounts of local drinking water supplies. I learned from Grey Oaks condominium president, Allen Luebke, how his research on "smart controllers" led their association to make a substantial investment that paid for itself and is rewarding their association with savings in the thousands! Smart controllers rely on local weather and soil sensors to establish watering times. Residents at Fun Fest also shared with me their success stories about saving hundreds on water bills after replacing controllers with smart controllers connecting to local weather stations.

Another community initiative, making Andover a Heart Safe Community, is progressing well. We added 270 "Heart Savers" at Fun Fest, bringing our total to over 550. I am leading a team of volunteers who are introducing this program to our community, seeking support, providing free training in basic CPR and AED use, and encouraging placement of more publicly accessible AEDs. A web page and map of AEDs is located under "Community" on the city website. Also see, "Heart Safe of Andover" Facebook. In August, I had the privilege of sharing our story of creating a volunteer-led program with limited government expense at a conference held at the University of Minnesota on this topic for community leaders from England.



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PICTURE PERFECT WEEKEND FOR A MEMORABLE ANDOVER FAMILY FUN FEST!

Lauren Bertilson, AFFF Committee Member

Well, we had another great Andover Family Fun Fest for the books! The weather was beautiful, new entertainment paired perfectly with treasured favorites, and judging by the crowds and feedback, this may have been our best year yet!

Some highlights of this year include the new human foosball court, sponsored by Chris Fritch of Keller Williams, Pick-up games were going on all weekend and seemed to be a big hit! The bingo tent was full all weekend, kids of all ages enjoyed hours of fun at the Magic Bounce Fun Zone, and the parade and fireworks did not disappoint. Hundreds of people turned out for the 5k and Kids' Run (results are posted on the city website), and Andover's youngest racers enjoyed a baby crawling contest of their own! And then there is the food...whatever your fair food favorite, it was there to enjoy... maybe several times!

A big congratulations to our AFFF Winners:

Parade Winners

Best Music: Sundown Karaoke Best Decorated: Coon Rapids Royalty

Most Unique: Arbor Oaks

Car Show Winners

1st Place: Paul Martin – '57 Chevrolet 2nd Place: Brandon Schroeder – '67 Malibu

1st Annual Volleyball Tournament Winner Serv-ivors

Caden, our special guest at the AFFF, had a great time in the parade and meeting many of you! Thank you for helping support him and his family as they raise money and awareness for his rare genetic disorder. It was amazing to see the community rally together for one of our own!!

This festival would not be possible without the volunteers on the AFFF committee, our generous and engaged community businesses and organizations for their donations and involvement. Also, thank you to Andover City Hall & Public Works, Anoka County Sheriffs, and many other community leaders who volunteered their time and talents to make this a special weekend for our community.

GENERAL ELECTION

A General Election will be held in the City of Andover on Tuesday, November 8, 2016. The polls will be open from 7:00 a.m. until 8:00 p.m. for the purpose of nominating candidates for federal, state, county, local and judicial offices.

Precinct #1	Hope Lutheran Church 16180 Round Lake Boulevard NW	Precinct #6	Prairie Oak Community Church 1657 161st Avenue NW
Precinct #2	Grace Lutheran Church 13655 Round Lake Boulevard NW	Precinct #7	Andover Community Center 15200 Hanson Boulevard NW
Precinct #3	Riverdale Assembly of God Church 3210 Bunker Lake Boulevard NW	Precinct #8	Andover Community Center 15200 Hanson Boulevard NW
Precinct #4	Crooked Lake Elementary School 2939 Bunker Lake Boulevard NW	Precinct #9	Bunker Hills Activity Center 550 Bunker Lake Boulevard NW
Precinct #5	Andover Christian Church 16045 Nightingale Street NW	Precinct #10	Andover Elementary School 14950 Hanson Boulevard NW

If you are unsure of where you vote, you can access the Secretary of State's website at www.sos.state.mn.us to find your correct polling place or call City Hall at (763) 755-5100. For more information about elections, go to the City's website or www.anokacounty.us/ elections.

If you have not voted in Andover or have moved, you must first register before voting. A valid driver's license with your new address will allow you to register and vote. Please take care of this before Election Day. Minnesota State Law requires you to update your license within 30 days of moving.

Voters who prefer to cast their absentee ballot in person may vote at the City Hall of the City in which they reside during regular office hours. In person absentee balloting will also be available at City Halls on the Saturday prior to the election from 10:00 a.m. until 3:00 p.m. and until 5:00 p.m. the day before the election.

The absentee balloting period for the November 8th General Election, will take place between Friday, September 23rd and Monday, November 7th.

Voters who wish to vote absentee by mail can download the absentee ballot application any time at www.anokacounty.us/absenteevoting. Voters also can call (763) 323-5275 to have an absentee ballot application sent to them.



For feedback, photos, and to stay connected for next year, please visit our Facebook or Instagram pages! We're already looking forward to next year – mark your calendars for July 7 & 8, 2017!



Braelyn Larson (8), one of hundreds of kids enjoying the giant waterslide and the rest of Magic Bounce Fun Zone! (above)



Paul Martin, the 1st Place Winner of this year's Classic Car Show with his '57 Chevy.



ANDOVER COMMUNITY CENTER

ACTIVITIES

TOT TIME OPEN GYM



Tot Time Open Gym is a non-structured indoor playtime for youth ages 6 & under. No need to preregister, attend when it works for you! Meet new friends, socialize and let the kids play with age appropriate toys and sports equipment. Special activities, including inflatable bounce houses, story

time and crafts will occur throughout each month. Tot Time meets most Mondays and Tuesdays at a new time this season, 9:30 – 11:30 a.m. Adult supervision is required, 1:4 ratio. Daily admission fees apply for children, save money by purchasing a punch card. Monthly Tot Time activity calendars are available on the website or in lobby racks.

OPEN PICKLEBALL

A combination of tennis, badminton, ping pong and racquetball. Easy to learn, great exercise and lots of fun for all ages. Drop-in open pickleball times include weekday, evening and weekend hours. Admission is \$4 or save money by purchasing an ACC punch card. Bring your own paddle or wooden paddles are available to borrow. Graphite paddles available for rent.

OPEN ADULT HOCKEY

Drop-in Adult Open Hockey 18+ is offered most Monday and Wednesdays from 11:30 a.m. -1:00 p.m. Admission is \$5 per skater, goalies skate for free. Helmets and gloves are mandatory.

INDOOR WALKING

Indoor walking hours are Monday – Friday, 5:00 a.m. – 9:00 a.m. All walkers must sign in at the YMCA front desk each morning. Admission is \$1 per day or purchase a season walking pass. YMCA members are required to scan their membership cards upon arrival.

OPEN BASKETBALL AND OPEN ICE SKATING/HOCKEY

The Andover Community Center field house (gymnasium) and ice arena activities are open to the public, daily admission fees apply, you do not need to be a YMCA member. Specific dates and times can be found on the ACC Activity Calendars.

GROUP EVENTS, PARTY PACKAGES & FIELD TRIPS

The Andover Community Center is a great place to host your next group event, field trip, birthday party or bridal/baby showers. The Andover Community Center offers multiple activities for your guests. Ice skating (skate rental available), field house/gym space, meeting rooms and YMCA aquatics (slides & features).

ACTIVE OLDER ADULTS

A number of activities are available for active older adults to participate

in while at the Andover YMCA Community Center. Pot-lucks, music jam sessions, cribbage, educational seminars and classes, bingo, craft & hobby hours, fitness opportunities and more! Stop by for an Adult Activities Calendar or contact Jodi Blowers at the YMCA (763) 230-6552. You do not need to be a member of the YMCA to participate in many of these activities.

PROGRAMS & CLINICS

INDOOR YOUTH SOCCER

The Fall Andover Indoor Youth Soccer Program will be held October 8^{th} – November 19^{th} (6 sessions) for boys and girls ages 4 - 9. This recreational program will focus on individual skill development and having fun. Teams will practice skills for the first 30 minutes then scrimmage against another team for the remaining 30 minutes of the program. This program is a great start for beginners and fun for those who have already played organized soccer. Registration fee is \$69 per player, which includes a team t-shirt and award. Teams will be organized into 4/5, 6/7 and 8/9 year old age divisions.

INTRODUCTION TO ICE LESSONS

A great program to introduce the sport of ice skating to students ages 3 - 6 who have no skating experience. Each class is 30 minutes in length and features age appropriate, off and on-ice activities including games and music. This program meets for 3 sessions and the cost is \$30 per skater. Visit the ACC website for more information and upcoming program dates and times. Rental skates available.

ICE SKATING LESSONS – ANDOVER SKATE SCHOOL

The Fall ACC Ice Skating Lesson Program for youth ages 3 and older will be held October 1st – November 19th on Saturday mornings (7 sessions) \$85 per skater. Lessons include 30 minutes of instruction and 30 minutes of onice practice. Rental skates available.



PICKLEBALL PERFORMANCE CLINICS

Have you been playing pickleball for a while and want to take your game to the next level? A pickleball performance clinic has been scheduled for 3.0 - 3.5 and 3.5 - 4.0 level players on September 18, 25, October 2. Players will meet for three, 2-hour sessions and the cost is \$50/player. Additional clinic information and registration link can be found on the community center website.

PICKLEBALL RATINGS CLINIC

If you are a current pickleball player, save this date! The Andover Community Center will be hosting a Fall Pickleball Ratings Clinic on Saturday, September 24^{th} from 1:30 p.m. -4:30 p.m. Players who wish to sign-up for tournaments or simply want to know what level of play they are at, should attend this clinic. Pre-registration required, forms are available on the community center webpage under the pickleball tab or in lobby racks.

15200 Hanson Blvd. NW • Andover, MN 55304

CONSIGNMENT SALES EVENT

Just Between Friends, a children's and maternity consignment sales event will take place at the Andover YMCA Community Center, September 8th - 11th. Consign your children's clothes and toys and you make money! Volunteers helping with the event will have an opportunity to shop early to receive the best deals. For more information visit www.blaine.jbfsale.com.



shop, sell. save. smart!™

PARK PLACE

Todd J. Haas, Assistant Public Works Director

Now that the days are getting shorter, there are still a number of outdoor activities going on including various sport association activities that provide opportunities in the fall for youth.

One of the parks used throughout spring to fall is Sunshine Park. For those newcomers to Andover and to those that have lived in the community, Sunshine Park has been around for 20 years now. Those that helped or volunteered to make this dream come true built such a wonderful facility and deserve a round of applause. The volunteers worked weeknights and weekends and some volunteers took vacation from their regular jobs to help make this project happen as quick as it did. And of course there were those businesses, associations and residents that donated cash or material to build this facility that also deserve a big thank you. If you are one of these individuals or groups that volunteered or made a contribution, pat yourself on the back. The City has had national and state tournaments both at the youth and adult level and the word the City hears is that it is one of the nicest places to play in Minnesota and throughout the United States.

Below is the status of current projects:

• Timber Trails Park is currently under construction. The ball field and soccer fields have been graded. The fence is up for the ball field and irrigation and new well are just finishing up. The fields will not be available for use until fall of 2017 to allow the

grass to grow. The playground equipment is open for use by the public throughout the summer season.

- The Kelsey Round Lake Park Master Plan has been approved by both the Park & Recreation Commission and City Council. A copy of this is available by contacting the City Engineering Department.
- Andover Lions Park will be getting new safety fencing along the 1st and 3rd baseline and the existing ball field will be irrigated. New playground equipment will be installed later this fall.
- Forest Meadows Park has been completed with the addition of a new playground structure. The park is located at the intersection of Tamarack Street NW and 179th Avenue NW if you want to check it out.
- Terrace Park irrigation system has been completed for the existing ball field and around the playground equipment.
- Sunshine Park south and middle soccer/football fields had scoreboards installed this past spring. These scoreboards were previously located at Prairie Knoll Park.

If you want to learn more information about these projects feel free to contact Todd Haas or Dave Berkowitz at (763) 755-5100. If you want a free park and trail map go to the City's website www.andovermn.gov or stop by City Hall. Another good source to visit the parks and trails is to visit the following website at http://gis.anokacountymn.gov/go-anoka/.

ACCAP CHORES & MORE

One stop shopping for minor home repairs, housekeeping and seasonal chores for people 60 +. We utilize independent contractors and when available volunteer groups. Give a call for more details. New phone number and address, (763) 783-4767, 1201 89th Ave. N.E. Suite 345, Blaine, MN 55434.



Keomawny Asian Cuisine 15190 Bluebird St. NW, #107 (763) 413.9988 www.keomawny.com

FUN FEST RECYCLING VOLUNTEERS

We had some great volunteer 4-Hers and Girl Scouts work our recycling/ at composting and trash stations at Andover Family Fun Fest this year. They collected 880 pounds of compostables. We didn't have very much garbage. Thank you volunteers and Fun Fest participants who helped us make for a more environmental event.



ANDOVER GIRLS TRAVELING BASKETBALL ASSOCIATION

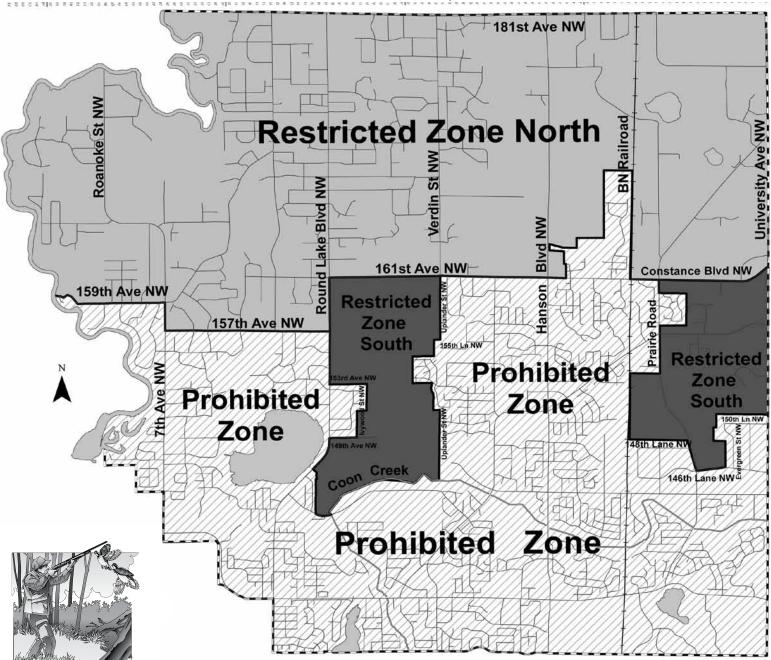
Andover Girls Traveling Basketball Association is looking for girls to try out in grades 4th - 8th. Try outs are Sept.17th at Oak View Middle School. Please Like us on Facebook and check out our website for more information on try outs. Registration is open the whole month of August.

SCHOOL STARTS SOON WATCH FOR CHILDREN WALKING AND AT BUS STOPS!



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WEAPONS/HUNTING REQUIREMENTS



With hunting season approaching, the City wants to remind residents of the restrictions regarding the discharge of firearms and bows in Andover. The information below is a summary of City Code 5-4 Weapons. For complete regulations please refer to the City Code. Copies are available at City Hall, via email, and on the City's website at www. andovermn.gov. The map indicates the various zones within the City.

Prohibited Zone ()

The discharge of firearms and bows is prohibited.

Restricted Zone North

To discharge a firearm, a minimum of ten (10) acres is required. To discharge a bow, a minimum of two and one-half (2.5) acres is required. A Deer Hunting Permit is not required for this zone regardless of weapon.

Restricted Zone South



Early Goose and Regular Waterfowl Season: To discharge a firearm, a minimum of ten (10) acres is required. Refer to the MN DNR for specific dates and regulations. No permit is required for goose/waterfowl hunting.

Deer Hunting - Bow:

To discharge a bow, a minimum of two and one-half (2.5) acres is required. Bow hunting does not require a Deer Hunting Permit.

Deer Hunting - Firearm:

To discharge a firearm (shotgun only), a minimum of forty (40) acres is required as well as a city-issued Deer Hunting Permit. A permit is required for each hunter and all rules/'regulations established by the MN DNR apply. No discharge shall occur

within one-quarter mile of any urban development, park, or institutional use.

Deer Hunting Permit:

In order to receive a Deer Hunting Permit, an individual must apply for and be granted said permit thirty (30) days prior to the opening day of the season.

The applicant must be the land owner or the immediate family member and have written permission from at least fifty (50) percent of adjacent landowners.

If you are applying for a Deer Hunting Permit or have any additional questions, please contact Brett Angell @ (763) 767-5142 or b.angell@andovermn.gov.

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FUN RUN

Participants in the 5K and half mile kid's runs had a great day for running. Sunny and not too hot! We had 365 - 5K finishers and over 100 kids' runners. Our first 5K woman was Alixis Fritz from Andover in 19:37. Our first man was Tyler Stevens from Elk River in 16:27. They both recieved plaques and a fun run logo mug. When

producing the mug they could then get a root beer float from one of the food vender's – Otis. Many prizes were given away including free restaurant certificates, socks, Twin's tickets, beautiful hanging baskets and much more.





ANDOVER YMCA GOLF TOURNAMENT

Majestic Oaks Golf Club September 22nd

Proceeds Benefit the Annual Support Campaign

Each day we work side-by-side with our neighbors to make sure that everyone, regardless of age, income or background, has the opportunity to learn, grow and thrive at the Y. Each year the Andover Y raises funds through our Annual Support

Campaign. The money raised stays right here in the communities we serve and provides scholarships so that no one is turned away from membership, swimming lessons, camps or programs due to financial need.

\$400 per foursome

Includes 18 hole green fees, golf cart, use of driving range, and dinner \$30 dinner only

Event Schedule

11:30 a.m. - registration 11:30 - 1:00 p.m. - practice greens and driving range 12:00 - 12:30 p.m. - putting contest

Lunch will be available for purchase

1:00 p.m. - shotgun start 5:00 - 7:00 p.m. - cocktail reception 6:00 - 7:30 p.m. - dinner and awards

give.ymcatwincities.org/AndoverGolf



STAKE YOUR CURBS

When streets are covered with snow, it can be difficult for snowplow operators to determine the edge of the road, especially curbs. Staking the curb with wood laths enables the operator to locate the edge of the road during the first or second snowfall. Stakes are intended to be used as a guide for the snowplow operator, not as a fence protector along your property.

When staking the curb, DO NOT use steel posts. Use four (4) foot wood laths with tops painted four (4) inches down with orange paint. Place laths no more than six (6) inches behind the curb or road surface and approximately 25' apart. Wood laths are used since any items placed in the

street right-of-way must be a break away design so as not to cause injury to others. The City is NOT responsible for damage to sod on the boulevard or irrigation systems in the right-ofway. This is the responsibility of the property owner. Stakes can be picked up at City Hall, 1685 Crosstown Boulevard NW, 8:00 a.m. to 4:30 p.m., Monday through Friday during the month of October. Curb stakes will not be available after November



2017 STREET RECONSTRUCTION PROJECT

Every year the City prepares a 5 Year Capital Improvement Plan (CIP) which includes the annual Street Reconstruction program. This program maintains the integrity and value of the community's roadway infrastructure. Scheduled for reconstruction in 2017 are the Lund's Evergreen Estates 2nd - 5th Additions (south of Rum River Elementary School), as well as 168th Lane from Round Lake Boulevard to Verdin Street.

The projects will consist of reclaiming the existing bituminous roadways, constructing / replacing concrete curb and gutter, minor storm sewer improvements, and paving new bituminous surfaces. Residents impacted by the construction will be invited via mail to an informational meeting this fall / early winter where staff will provide more detailed information and field questions / receive comments about the projects. If you have questions regarding these projects, please contact David Berkowitz at (763) 767-5133 or Jason Law at (763) 767-5130.

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ECRWSS RESIDENT Andover, MN 55304

POSTMASTER: TIME SENSITIVE MAIL



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"excellent." Unfavorable ratings are only 13%, almost one-half of the Greater Metropolitan Area norm. More important, on the major complaint facing all cable television service providers, 66% rate the value of the cable television service relative to the quality of the service as "excellent" or "good;" thirty-five percent see it as "only fair" or "poor."

Customer service rating higher than the industry norm

Fifty-six percent of the subscribers had contact with the cable company either in person or by telephone during the past year. A very solid 87% rate the level of service they received as "excellent" or "good;" thirteen percent see it as "only fair" or "poor." Customer ratings of the level of service prove to be much higher than the norm.

Morris Leatherman Group conducted the survey of 400 randomly selected Comcast Cable Television customers from lists provided by the Cable Company.

About QCTV:

Quad Cities Community Television is a programming entity managed by the Joint Powers Commission – Quad Cities Cable Communications Commission. The commission is comprised of two commissioners from each of our four member cities. QCTV provides information on city government, local sports, and community activities for the northern Twin Cities suburban cities of Andover, Anoka, Champlin, and Ramsey. The video programming and information is presented via local cable channels 15 (SD) 859 (HD), 16, 18, and 19 on the cable TV system owned and operated by Comcast.

ANOKA COUNTY SHERIFF'S OFFICE OPEN HOUSE

Sheriff James Stuart invites you to our open house on Tuesday, September 13th, from 4:00 p.m.-7:00 p.m. Many of our public safety partners will also be on hand with demonstrations.

displays, and opportunities to interact and learn more about what is occurring within our communities. We hope you can join us as we work together to develop positive change.

ARE YOU AN ENTREPRENEUR AT HEART?

Need a Trusted Business Advisor? A Free Business Consultant? Money to Start or Expand Your Business?

The Andover "Open To Business" program could be just what you need to get going. Free one-on-one counseling with a business advisor and assistance in identifying financial resources. For more information

or to get started, call (763) 438-7315 or email <u>kduchene@mccdmn.org</u> or for more info go to <u>www.opentobusinessmn.org</u>.



SOLICITORS

Solicitors, peddlers and transient merchants are required to carry a permit approved by the City. If someone approaches you at your home or if someone is selling on a street corner, you can ask if they have a permit from the City. If they do not, call the non-emergency police number at (763) 427-1212 to report them.